

SMART911 FACT SHEET

Smart911 is a supplemental data service that allows **people to register** their phone numbers and enter associated personal, medical, disability, and security information into a secure website, www.smart911.com.

When calling 9-1-1 from a registered phone number, the additional data displays at the Public Safety Answering Point (PSAP).

Smart911 is voluntary. People in King County choose to register, and decide what information they want emergency responders to know about them when they call 9-1-1.

Smart911 is secure. The data resides on redundant servers at Smart911 in top-tier secure facilities monitored 24/7. Smart911 uses the same secure sockets layer (SSL) certificate authority and encryption technologies used by leading financial institutions, and their password-protection methodologies and processes are in accordance with leading public safety specifications. The information is only available to the PSAPs when you call 9-1-1.

King County is providing this enhanced level of 911 services with funding from the 911 excise taxes. **This no fee** when people register their phone numbers and create their safety profile.

Seventy percent of the 911 calls are now made from wireless phones, with no address information. With Smart911, people can enter their home, school, and work addresses, including apartment and room numbers so if the latitude/longitude they are calling from is close to one of their entered addresses, the PSAPs will be able to dispatch emergency responders to that address. If a call gets disconnected, Smart911 is capable of accessing and tracking their location if they are moving.

For those who are **deaf, hard of hearing, or have speech disabilities**, Smart911 gives emergency call takers the ability to initiate a text. Texting will not be available to the general public.

Smart911 information can be entered in **multiple languages**, and people can specify their primary language. This feature allows 911 call takers to quickly bring the appropriate interpreters into the call.

Smart911 has already been implemented in close to 300 communities in 25 states. When registered wireless phone users from King County travel to any of these locations, their information will be available to PSAPs and emergency responders in that area.

Smart911 verified all phone numbers to ensure they match up with their owners. Every six months, **Smart911 prompts registered users to verify their information.** If someone does not verify their information, it will no longer be displayed to the PSAPs.

Family members can enter information on behalf of elderly parents or those with disabilities, and can be designed as the primary contact.

Pictures can be added to Smart911. This is especially helpful in assisting responders in cases involving a missing child, a child with autism, or an Alzheimer's patient.

Smart911 allows medical conditions and other important information to be shared, even if the call is unable to talk.